**Unit 4 Expressions**

These expressions and the translations can be found in your book on pages 287 – 289.

**Level 2 (Niveau 2)**

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| **English** | **Dutch** |
| **Boosheid laten merken** | |
| 1. This can’t be true |  |
| 1. This person has gone too far! |  |
| **Eens/ oneens zijn** | |
| 1. I have my doubts |  |
| 1. I quite agree with you |  |
| 1. I’m afraid I don’t agree |  |
| **Eisen** | |
| 1. I want a clear answer |  |
| **Feedback geven/ ontvangen** | |
| 1. What is it that you want us to do even better? |  |
| **Ingaan op vragen of op wat eerder gezegd is** | |
| 1. As I have said earlier... |  |
| 1. I would like to remind you of… |  |
| **Klacht uiten/ reageren op een klacht** | |
| 1. Hold on a second please. |  |
| 1. I have ordered… and I still haven’t received it. |  |
| 1. I understand you are not happy, sir/ madam |  |
| 1. I would like an apology |  |
| 1. I’ll put you through to my manager |  |
| 1. I’m very sorry to hear that, sir/ madam |  |
| 1. Something must have gone wrong |  |
| **Mening geven** | |
| 1. I must say… |  |
| 1. I’m not very happy about the service |  |
| 1. It’s not a big problem… |  |
| **Nagaan of een boodschap begrepen wordt** | |
| 1. Well of course you know all that, don’t you? |  |
| **Persoonlijke informative geven** | |
| 1. I’m calling from |  |
| **Teleurstelling uiten** | |
| 1. It’s a shame |  |
| **Uitleggen/ uitleg vragen** | |
| 1. How can I be sure that… |  |
| 1. What I would also like to know is… |  |
| 1. What’s wrong with… |  |

**Extra for Level 3 (Niveau 3)**

|  |  |
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| **English** | **Dutch** |
| **Argumenten geven** | |
| 1. Furthermore… |  |
| **Evalueren** | |
| 1. You should deal with your members with much more respect. |  |
| **Feedback geven/ ontvangen/ vragen** | |
| 1. Are you satisfied with our service? |  |
| **Gevoelens uiten/ laten merken** | |
| 1. I don’t like it one bit. |  |
| 1. It leaves me quite dissatisfied. |  |
| **Ingaan op vragen of op wat eerder gezegd is (zie ook reageren)** | |
| 1. I would like to prevent that from happening again. |  |
| 1. I would like to remind you of… |  |
| **Klacht uiten/ reageren op klacht** | |
| 1. I never expected you to… |  |
| 1. What I would also like to know is… |  |
| 1. I will have to speak to the manager first. |  |

**Extra for Level 4 (Niveau 4)**

|  |  |
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| **English** | **Dutch** |
| **Argumenten geven** | |
| 1. It simply can’t be a coincidence that… |  |
| 1. On the contrary, I would say. |  |
| **Eens/ oneens zijn** | |
| 1. I’m not sure if I agree with that. |  |
| **Feedback geven/ ontvangen/ vragen** | |
| 1. And may I suggest…? |  |
| **Mening geven** | |
| 1. I think you are deluding yourself. |  |
| 1. To put it bluntly. |  |
| **Uitleggen/ Uitleg vragen** | |
| 1. Am I correct in thinking that… |  |
| 1. It is my duty as… |  |
| 1. Why don’t you keep us informed? |  |